

FIG. 1A

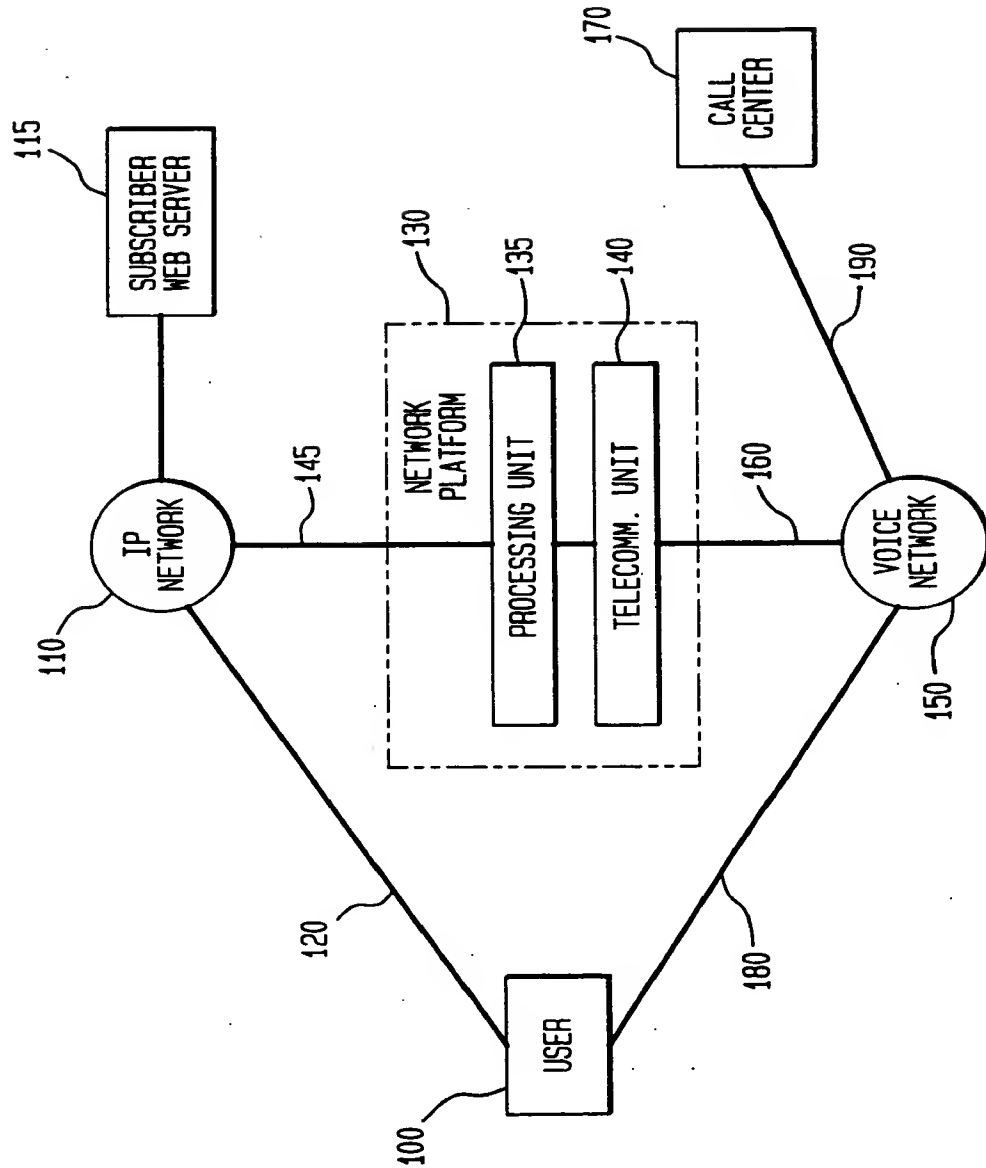


FIG. 1B

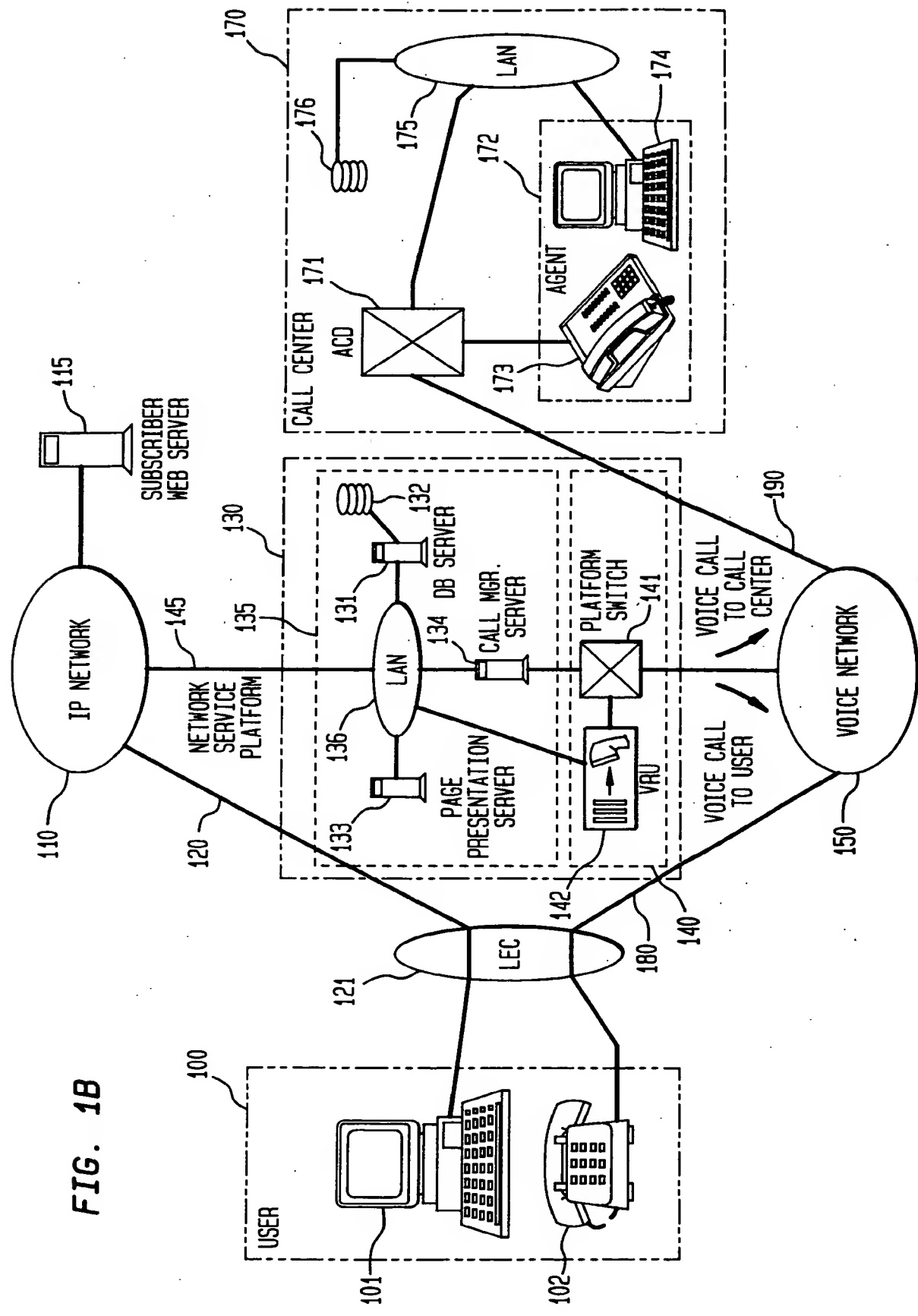


FIG. 2A

STEP	USER	SUBSCRIBER'S WEB SITE	NETWORK PLATFORM	VOICE NETWORK	CALL CENTER	CC AGENT
------	------	--------------------------	---------------------	------------------	----------------	-------------

201		↓				
202	"SPEAK TO AGENT," URL, USER ADDR	↑	↑			
203		↓	WELCOME PAGE			
204	USER INFO	↑				
205		↓	CONNECT PAGE			
206			USER TEL#	↑		
207		↓		[RINGING]		
208	[OFF-HOOK]	↑				
209		↓	ANNOUNCE- MENT			
210			CC TEL# + TAG2	↑		

FIG. 2B

